

Reinvesting in Iowa

Ameristar

Casino Hotel

Council Bluffs

Argosy Casino

Sioux City

Catfish Bend Casino

Burlington

Diamond Jo Casino

Dubuque

Diamond Jo Worth

Casino

Northwood

Grand Falls Casino

Resort

Larchwood

Harrah's Council

Bluffs Casino &

Hotel

Council Bluffs

Horseshoe Casino &

Bluffs Run

Greyhound Park

Council Bluffs

Isle Casino Hotel

Bettendorf

Bettendorf

Isle Casino Hotel

Waterloo

Waterloo

Lady Luck Casino

Marquette

Marquette

Lakeside Hotel Casino

Osceola

Mystique

Dubuque

Prairie Meadows

Altoona

Rhythm City Casino

Davenport

Riverside Casino

and Golf Resort

Riverside

Wild Rose Casino

Resort

Clinton

Wild Rose Casino

Resort

Emmetsburg



Iowa Gaming Association

DATE: December 11, 2013

TO: Joint Appropriations Subcommittee on Justice Systems
Senator Tom Courtney, Chair
Senator Jake Chapman, Ranking Member
Representative Gary Worthan, Chair
Representative Todd Taylor, Ranking Member

C: Legislative Services Agency

RE: Iowa Gaming Association Report on Casino Incidents

This is to provide the Iowa Gaming Association's (IGA) report requested by the legislature as part of section 51 contained in SF 447, the Justice Appropriations bill that passed both chambers and signed by the Governor. Specifically the provision reads:

Sec.51.GAMING ENFORCEMENT STUDY. The division of criminal investigation of the department of public safety and the Iowa gaming association shall jointly or separately file a report with the co-chair persons and ranking members of the joint appropriations subcommittee on the justice system and the legislative services agency by December 15, 2013, detailing the activities of gaming enforcement officers and special agents working at excursion gambling boats, gambling structures, and racetrack enclosures. The report shall include the number of incidences the gaming enforcement officers handle versus private security, the number of fraud investigations and background checks performed by the special agents, and the percentage of time gaming enforcement officers and special agents work on gaming-related and nongaming-related cases. The report shall also include the time periods each excursion gambling boat, gambling structure, and racetrack enclosure are not staffed by at least one gaming enforcement officer or special agent.

In compiling this report the IGA is providing the information that its members are required to report to the Iowa Racing and Gaming Commission (IRGC) under administrative rule 491.5.4(5)c. DCI is copied on all reports. This rule requires our 18 state regulated commercial casino members (non-tribal) to report known violations of Iowa Code 99D and 99F and commission rules. This covers the full range of patron and employee activity.

Internal IGA Incident Survey & Results

In order to get a baseline for this report the IGA asked each of the 18 members to submit their total number of incidents for a six month period from January 1st to June 30th 2013, plus requested the number of times DCI or local law enforcement was called; and number of times either of them stepped in beyond observation.

The results of our survey indicate in that six month period:

- There were 11,059 total reported incidents
- DCI was called on 2307 times, or 20.9% of those total reported incidents.
- Of the 2,307 incidents when DCI was called, DCI actively assisted in or took control of 375 incidents, which is 16.2 % of those calls or 3.4% of total reported incidents.
- Local police departments were called 308 times or 2.8% of total reported incidents.
- Of the 308 incidents when local police departments were called, they actively assisted in 168 incidents, 55% of those calls or 1.5% of total reported incidents.

We believe these collective results confirm what has been evident for the past several years--that all casinos' security staff are well-trained and staffed to handle the vast majority of incident situations that occur on any given day.

While the range of reported incidents spans an array of issues where DCI would not necessarily be involved, such as medical and gaming procedural incidents, these statewide numbers indicate a relatively low number of times DCI's presence is required or needs to be supplemented by local law enforcement.

Categories of Incidents

The Iowa Racing and Gaming administrative rules specify requirements for assuring safety for guests of casino facilities. While each casino property may compartmentalize and report their incidents a bit differently, there are dozens of incident categories casinos log that are handled by both the security and surveillance departments.

- Incidents can range from the vast majority being for simple issues to handle such as injuries or falls, or diligent casino entry denial for intoxication or underage.
- A lesser number of incidents may involve scenarios that might require further investigation or arrest.
- Casino security staff is responsible for direct contact with guests to maintain order through both preventative and proactive steps. Surveillance staff is responsible for observing, recording and reporting suspicious activity of both guests and employees.

The IGA wants to affirm the positive and productive working relationship our casino members have with DCI's Gaming Unit and believe that will continue under the staff reorganization adopted in SF 447. When applicable, we feel confident there will be appropriate support from DCI agents assigned to each casino to handle a more serious investigative or threat and from local law enforcement when needed.

It should also be noted that by the end of 2013, each property will be required to file a comprehensive security plan with the IRGC that must provide how they will provide adequate patron protection in all situations; (concerts, peak times on the gaming floor, etc) and their incident logs reinforce there will always be appropriately trained staff, especially as DCI continues to phase out their frontline SA1 agent role.



Wes Ehrecke
President & CEO
Iowa Gaming Association